

LionHeart elects new Chairman

Bryan Pickering has been elected Chairman of the Board of Trustees and succeeds David Larkin who completed a three year term of office in June 2002.

Bryan is a Fellow of the RICS. He has over 30 years' experience in managing commercial property development, working for both public companies and local government. He served on the main board of Kingfisher plc and Forte, the hotel group and held other senior management posts with organisations such as Marks and Spencer, W H Smith and Arrowcroft. Until recently one of his major clients was English Partnerships for whom he managed Chatham Maritime, the redevelopment of the former Royal Naval Dockyard. He is now Chairman of Allodium Properties Ltd. An active Freeman of the City of London he is Upper Warden of the Worshipful Company of Coopers and is also a liveryman of the Worshipful Company of Woolmen. Married to Irene he has two sons and a daughter.

Bryan's priorities during his term of office as LionHeart's Chairman are:

- Continue to develop the profile of LionHeart
- Bring clarity to the message about the purpose of LionHeart to the younger members of the Institution
- Drive home the fact that LionHeart will always respond to needs professionally, in whatever way it can
- Strengthen the relationship with the Junior Organisation of the RICS
- Respond to the challenges raised by the RICS Agenda for Change
- Foster more efficient fundraising by encouraging greater use of Gift Aid
- Fully support the efforts of the Chief Executive and the permanent staff of LionHeart



Derek Sayer of REC International has been elected Vice-Chairman of the Board.

Frances Moore (pictured above with Bryan Pickering) has been elected Chairman of the Grants Committee and will be supported by former committee Chairman, John Hoyle, as her Vice-Chairman. Tony Jemmett of Bruton Knowles succeeds Bryan Pickering as Chairman of the Marketing and Fundraising Committee, whilst Mike Greensmith of Stanley Hicks and Co continues as Chairman of the Administration, Investment and Finance Committee.

The 2003
Flora London Marathon

**DON'T GET
CAUGHT
"LION"
AROUND...**



**GET UP AND
RUN FOR
LionHeart**

FOR RICS MEMBERS AND
THEIR DEPENDANTS IN NEED
Registered Charity No 261245

Call Chris on 024 7646 6696 or email cwall@lionheart.org.uk
for details of how YOU can run for LionHeart

Fundraising co-ordinators needed

LionHeart is to widen the network of volunteer Fundraising Co-ordinators through the UK to help raise the awareness of members to the range of services provided by the charity and to encourage greater financial support. The focus will be on increasing tax efficient donations by Gift Aid, promoting the benefits of legacies, and encouraging the organisation of fundraising events, large and small.

Co-ordinators will encourage other volunteers to help them and will not be expected to undertake all the work alone. They will work closely with Corresponding Stewards in their area, network with each other to share expertise, and will be supported by Chris Wall, Head of Marketing and Fundraising. A range of promotional material in different media formats is available. Contact Chris Wall at cwall@lionheart.org.uk or call 0845 6039057.

Accounting for fundraising events

When LionHeart receives part proceeds of events organised by RICS, other than raffles, the income will usually be transferred to the charity net of corporation tax. In addition there may be a management fee if the event is organised by RICS Events or where RICS administrative staff are involved in the management of the event. Organisers of purely charity fundraising events may maximise income by requesting the LionHeart to manage the account. The charity is not registered for VAT purposes and corporate participants cannot be given VAT receipts to offset against their own VAT liabilities, nor can LionHeart reclaim the VAT paid on event expenditure. However, in certain circumstances, it could be more cost-effective for LionHeart to undertake the accounting for an event rather than organisers incurring corporation tax and administrative costs. Organisers should carefully consider the advantages and disadvantages of both methods of accounting when preparing the event budget and make a judgement on which option suits their individual circumstances. Contact Mike Carter at mcarter@lionheart.org.uk or telephone 0845 6039057 for assistance.

Christmas greetings opportunity

Following the excellent response in each of the last two years, LionHeart invites companies and individuals to send Christmas greetings to clients and business associates, whilst showing their support for the charity, by including their company logo or name in a full colour advertisement to be published in Estates Gazette in mid-December 2002. This splendid promotional opportunity is offered subject to a donation to LionHeart of £100 to display a name or £250 to display a logo.

To reserve space now in the Christmas greetings advertisement simply email your name or logo to cwall@lionheart.org.uk or telephone Chris Wall on 0845 6039057 and send your cheque payable to "LionHeart" to arrive no later than 21 November 2002 to: Christine Wall, LionHeart, Surveyor Court, Westwood Way, Coventry CV4 8BF. LionHeart will do the rest.

Space is limited so book early to avoid disappointment.

Speedy response to requests for help gives a better service

LionHeart stewards are requested to visit potential beneficiaries as soon as possible and to return their report within 3 weeks of receiving a request for help, sooner if possible. It is recognised that volunteers have busy lives, but if new cases could be visited more quickly, valuable advice, information or financial help could be offered sooner. The real need is seldom apparent until a steward has visited and their report received at the LionHeart office. LionHeart prides itself on the ability to use the volunteer network to ensure people get the right help when it is needed most and situations can deteriorate quickly if there is a delay in arranging visits.

Republic of Ireland golf event raises £7,000

The 16th Republic of Ireland annual golf outing followed by a presentation dinner was held at Woodbrook Golf Club, Bray, County Wicklow on 14 June 2002. Once again it was a very successful and enjoyable occasion. 38 teams of 3 players took part.

Brid Clarke (wife of Pat Clarke, FRICS) painted a beautiful picture, as she has done for so many previous years, which was presented as the major individual prize.

Paddy O' Donohue FSCS FRICS, a member of the organising committee, presented Henry Tierney FSCS FRICS (LionHeart trustee) with a cheque for €11,018, being the proceeds of the 16th Annual SCS Golf Outing.

The success of this event over the past 16 years has been primarily due to the hard work of Henry Tierney and dedicated members of the organising committee, as well as the enthusiasm of competitors and generous support of sponsors.



Above: Paddy O'Donohue presents Henry Tierney with a cheque for the proceeds from the 16th Annual SCS Golf Outing

Unclaimed funds donated to LionHeart

Thanks to the initiative of RICS Compliance Manager, Graham Veitch and his team, several thousands of pounds have been donated to LionHeart by firms who have been holding funds in respect of clients who cannot be traced. The charity has given each donor an undertaking that the money will be returned should the client subsequently be traced. For further information on the RICS rules for holding funds for clients who cannot be traced, and to establish whether your business could help LionHeart in this way, contact Graham Veitch at RICS Surveyor Court.

Cushman Wakefield Healey & Baker win 2001/02 Prudential LionHeart Football League

Alvin Martin, former West Ham and England football international, presented Cushman Wakefield Healey & Baker with the Premier division winner's trophy in the Surveyors Football League, ending Prudential's four year winning streak.

The runners-up prize in the Premiership went to Nelson Bakewell, whilst in the First division, League winner's were Drivers Jonas, with NAI Gooch Webster as runners-up.

At the award presentations, hosted by Prudential Alvin Martin ably assisted by Graeme Canning, presented a cheque for £2,500 to Bryan Pickering, Chairman of LionHeart.

Graeme Canning, acting Chairman of the League and director of Prudential said:

"The League is seeking further expansion next season and all interested property teams should contact me for further details on 020 7548 6901 or email me at Graeme.canning@prupim.com."



The Cushman Wakefield Healey & Baker team - Premier division winners - accept their trophies after winning the 2001/02 LionHeart Football League

Front row: Left to right: Adam McMillan (Captain), Kevin Powell, Lincoln Spence and Andrew Gibson

Back row: James Polson, Richard Allen, Ian Doyle, David Philpot, Alan Howard, Alvin Martin, Iain Hill, Michael Newman, Andrew Sims, Graham Brown, Simon Williams and Uzo Agbasonu, Bryan Pickering (LionHeart Chairman).

Help plan the next session of stewards seminars

The 2001/2002 programme of stewards seminars has now concluded. Many participants have returned the evaluation questionnaire with their ideas, comments and suggestions. These are important to us and will help make future sessions even more valuable for all participants. Particular interest has been shown in case studies illustrating how LionHeart helps people of all ages with a wide range of problems.

The location and timings of most seminars have attracted a good response. Early evenings have been most popular, although some people prefer evening seminars to be held in the summer months if travelling is involved. It was particularly encouraging that many RICS Regional Chairmen and Regional Directors attended. Inevitably there are always some people who cannot attend due to work or personal commitments, but it is hoped that all volunteers will give a high priority to meeting with local stewards, trustees and LionHeart staff at their annual local seminar in 2002/3.



Staff news

Garry Mann (pictured left) replaces Elaine New in the post of Finance Assistant and Sarah Phillips has been appointed to the vacant post of Administrative Assistant. Roger Chester joins the team in the new post of Head of Finance and Administration. Peter Whitlock, Financial Controller, left LionHeart on 13 September.

Congratulations to Sarah Moss, Clerical Assistant, on the birth of her daughter, Geri Leigh.

Increased local support needed

LionHeart has traditionally relied on the branch network to raise awareness about LionHeart services, identify volunteer stewards and to inform the charity about those in need locally. 30% of the money needed to provide advice and information services, counselling, grants and loans has been raised by branch members' fundraising activities.

During the first quarter of this year the income from this source has declined and LionHeart needs to recover lost ground. Whilst there is continuing support from the regional officers and CPD event organisers, much of the financial and practical support for LionHeart has been, and will continue to be, derived from local activities. LionHeart needs to know who are the leading players in each local association and how the charity can develop the degree of support through these associations that was previously afforded through the branch structure.

Contact Chris Wall at cwall@lionheart.org.uk with details of opportunities to address members of local associations to raise awareness of LionHeart services and increase support or telephone her on 0845 6039057.

Success of new web site

The new LionHeart website launched in mid-February has been a growing success: during May there had been 609 visitors (436 in April), of whom 167 (92 in April) returned to the site on one or more occasion.

The website is an essential part of LionHeart's strategy to improve communications with members of the RICS, making it more accessible to those in need and getting closer to its supporters. It features pages about LionHeart services, staff and volunteers, fundraising events, news, and local information for each RICS region. There is also an online facility for making a Gift Aid declaration and plans for the site ultimately to handle on-line donations.

Anyone who does not have access to the web should contact Chris Wall to ensure that they continue to receive a copy of LionHeart Link.

The site is updated regularly by Chris Wall at LionHeart, so that the contents remain relevant and current. Please email any information you wish to add to cwall@lionheart.org.uk. Visit the LionHeart site at www.lionheart.org.uk

Computers for people with special needs

Ability Net is a charity that assesses the special needs of people with disabilities who want to use computers. There is always concern that customers may be persuaded by salesmen to purchase unsuitable equipment. Ability Net is able to recommend a suitable computer with peripherals, any specialist software required, and provide appropriate training. LionHeart recently used this service to assist a beneficiary in Scotland and was delighted with the service. Contact the LionHeart welfare advice team on 0845 6039057 for details of Ability Net.



giftaid it

Last year members of the RICS who are UK taxpayers had the opportunity to make a Gift Aid declaration when making a donation to LionHeart with payment of their RICS subscription. The charity can reclaim the tax paid on Gift Aid donations, increasing the value of the gift by 28%. A single declaration covers all donations since April 2000 and future donations.

Less than 5% of donors made the declaration, perhaps feeling that the amount to be claimed on their individual donation was insignificant. This has meant that LionHeart has so far been unable to claim up to £70,000 tax paid by donors.

It is still not too late to make a declaration in respect of past and future donations by telephone or email. Telephone Garry Mann at LionHeart on 0845 6039057 or visit the LionHeart website at www.lionheart.org.uk and click on "Gift Aid" and "complete form".

A green way to dispose of your computer

LionHeart recently replaced its computer network and donated the former network comprising 14 computers and a file server to the charity Free Computers for Schools.

Mike Carter, Chief Executive of LionHeart, said "We were uncertain how to dispose of our old computer network, which was serviceable but lacked the power and performance for many current software applications. The hardware had relatively little resale value. It was good to know that Free Computers for Schools can refurbish the machines and distribute them to schools and other organisations that cannot afford and do not need the latest technology". Any firm or individual wishing to donate computers to a good cause can contact Mike Carter for details.

Wild Wreckers team win 2002 LionHeart Shoot

The winning team at the 2002 LionHeart Clay Pigeon Shoot held at West Wycombe Shooting Ground on Friday 28 June was the Wild Wreckers, consisting of Roger Tuck (Royal Bank of Scotland), Andy Miles (Chesterton), John Hall (J F Hunt Demolition Ltd) and John Rand (Hartnell Taylor Cook) with a total score of 239. They each received trophies sponsored by Fairview New Homes Ltd which were presented by Chris Walker.

John Rand won the prize for Fairview high gun with a score of 45. The Wild Wreckers also won highest flurry with an outstanding 100% score of 80, but kindly handed the trophies over to CB Hillier Parker, who came second with a score of 78.

The CB Hillier Parker team also won Fairview Second Highest overall team with a score of 227. The team consisted of Greg Nicholson, Hamish Whiteman, Digby Flower and Colin Wright (all from CB Hillier Parker). All prizes and the flurry stand at this year's shoot were sponsored by Fairview New Homes Ltd and other stands were sponsored this year by Parker-Hodgkins, Phoenix Beard, Reid Lamden, Schatunowski Brooks, K2 Workplace, The Worshipful Company of Chartered Surveyors and CB Hillier Parker. The event attracted 86 guns and raised around £2,600.

LionHeart is now seeking sponsors for this increasingly popular event in June 2003. Anyone wishing to set up sponsorship or take part in next year's competition should contact Chris Wall at LionHeart on 0845 6039057.

For further information or a higher resolution copy of the winning team print or other shoot photos please contact Chris Wall at LionHeart Tel: 0845 6039057 or email: cwall@lionheart.org.uk



The Wild Wreckers team receive their Highest Scoring Team trophies. (Left to right): John Rand (Hartnell Taylor Cook), Roger Tuck (Royal Bank of Scotland), Chris Walker (Fairview), Ronan Tuck, Andy Miles (Chesterton), John Hall (J F Hunt Demolition Ltd)

Fringe benefits

LionHeart recently advertised the new post of Head of Finance and Administration in the accountancy press. It was comforting to see advertisements for similar posts indicating the salary had been pitched at a competitive level. The advertisement proclaimed "LionHeart is the benevolent fund for members of the RICS. Our mission is to offer advice, counselling, information and financial help to past and present members of RICS and their dependants in need". Sounded like an interesting job for a worthy cause that would attract a good response.

Compare this with an advert for a similar post in a local company which read " The company specialises in lingerie in D to JJ cup selling a wide variety of high quality lingerie and swimwear ... encouraging a feel good factor for its customers".

No contest!

Changes to RICS bye-laws on self-regulation

Important changes to RICS bye-laws relating to self-regulation place an obligation on members to report suspected breaches of the professional indemnity, members' accounting regulations and criminal offences carrying a custodial sentence, committed by other members. How does this responsibility affect LionHeart Stewards who may receive information in confidence from a member?

LionHeart legal advisors confirm stewards have a prior duty of confidentiality to LionHeart and to the beneficiaries. In cases of breach of RICS rules, LionHeart welfare advice staff will inform beneficiaries of their duty to comply with RICS byelaws and advise them to declare their breach to compliance staff. In some cases LionHeart advisors will discuss the issue with RICS compliance staff, without disclosing the name of the member, so that the beneficiary can be forewarned about the likely action that may be taken against them or advise them how to present their case in the best possible light. In a case of a serious breach of the bye-laws the welfare advice staff may give the beneficiary notice that any further charitable help will be dependent upon them disclosing details of the breach to the RICS. As a last resort in case of a most serious breach LionHeart may be obliged to inform RICS without the consent of the member.

Can you help Mark find work?

Mark Hibberd aged 28, who lives in Erith, Kent (pictured right), will complete his BSc in Building Surveying shortly and is looking for an employer who will enable him to complete his APC and to commence a career in the property industry.

His practical work as a Youth Trainee included an extended placement with the Metropolitan Police Property Services Department where he used various computer aided design packages. He has undertaken a placement at Newham Care and Repair Service inputting survey drawings of bathroom adaptations for disabled facilities grant applications onto AutoCAD LT and writing up specification for the works. Mark is computer literate with knowledge of Windows applications and a number of AutoCAD packages.

Mark is a wheelchair-user, with speech impairment, having had cerebral palsy since birth. He is a sociable, determined character, who is a member of an able-bodied and disabled sailing club which he participates in regularly, achieving RYA level 2 in dingy sailing and BCU 3 star canoeing.

Mark is a car driver and can transfer himself from car to wheelchair, but would be prepared to travel by train to work in London if traffic congestion were to preclude the use of his car. He would require some help in the workplace in obtaining drinks and meals but is otherwise independent. Mark uses a computer for written work with a joy-stick in place of a mouse.

He recognises that there will be some limitations of the nature of practical work that he can undertake, but is keen to use his range of skills to further a career in the property industry. If you can give Mark the opportunity he needs please telephone him on 01322 335451 for a copy of his CV.



Have you got what it takes to become a mentor?

LionHeart has funds to assist members who have been unemployed for some time and who need to refresh their skills to help them regain employment in the property industry. In addition to those made redundant from their previous job, this service will benefit people who have suffered stress related illnesses, serious accident or long-term ill-health.

Very often they could benefit from confidential, honest advice and assessment of their abilities given in a supportive way by a volunteer RICS member who is familiar with the candidates' discipline and who knows the employment market locally. This could include identifying areas in which the candidate should seek further training to bring them up to a required standard of knowledge/practice, and possible sources of obtaining this experience and/or further training.

LionHeart is seeking volunteers who could become mentors to members who would use this service. It is not possible at this time to identify specific members in each area for whom this service may be applicable, but LionHeart Welfare Advisors like to hear from anyone who has the personal qualities, knowledge and experience to help. Once a network of suitable people has been established, it will be possible to promote the service.

100 years young

Doris Cotterell was born before homes had electricity, wall-to-wall carpeting, telephone, radio, or plastics. General use of anaesthetics was unknown, and there was no immunisation or inoculation. She has seen the development of flight from zeppelins to jets and the growth of land transport from the horse and cart to the modern motor car. She was nine years old when the Titanic sank. She has lived through two World Wars and the reigns of five monarchs.

Doris was born on 11 July 1902. Although registered blind, somewhat hard of hearing, and unable to get around without help, her mind is as sharp as ever and it is fascinating listening to her reminiscences. Doris, her two brothers and, a much younger sister were brought up in East Sheen, Surrey. Her father was a silk merchant ('There was no nylon then', she explains) who traded with France and Italy. Doris is proud to say that her schooling gave her a good grounding in the three R's. She left school when she was 17 and learned shorthand and typing, her first job being to help her uncle raise funds for The Officers' Association, to help the wounded officers and widows from the First World War. One year he had the idea of selling poppies, but was unsure how many to buy. In the event, they sold out rapidly and raised a goodly sum. It was then decided that the wounded soldiers should make the poppies for the following year and this was the beginning of the Haig Fund.

Her first marriage was in 1927. At the start of the Second World War, her husband's offices were moved to Surrey. She remembers that they were having dinner one day at their home in London when they heard a bomber advancing and they dived under the table. Every window in the house was shattered but they survived unscathed.



Doris (pictured left) joined the WRNS and she recalls that after a lengthy medical examination, the doctor stated that she was 'in perfect health'. During her initial training, she rarely slept in her bed, but was always in the shelters because of the bombing. She spent some months as a teleprinter operator at Crail, north-east Scotland. Returning to London, she gained her Commission. Asked where she would like to be posted, and remembering the arctic gales in Scotland, she asked to stay in southern England. She was sent to Liverpool where she worked under the Liver Building.

In 1943 she volunteered for service abroad and was sent to Delhi as a Cypher Officer. It took nine weeks to get there by sea round the Cape of Good Hope. The P & O Cruise liner on which they sailed was overcrowded, and hot water was scarce. There was a 'panic bag' on their bunks which had an automatic blue light. These were for use if they were torpedoed. Doris was in Delhi for 14 months and from there she was

moved to Colombo from where she returned after VJ Day, late in 1945. She was finally demobbed in 1946. As her divorce had been ratified during the war, she spent the time after her demob, helping relatives.

Robert Cotterell, a Chartered Surveyor, was a family friend. Some time after his wife died they started going out together and eventually married in 1948. Doris inherited 4 stepsons. They sold their house in London and moved to Petersfield, Hampshire where they lived for 9 years. Their final home for 25 years was in Witchampton.

After Doris had had a serious operation, Robert suffered a stroke and, unable to cope, they both moved to Castle Farm Nursing Home in Lytchett Matravers. Sadly, Doris has been alone for the last 10 years, but she manages to remain bright and perky, with a smile for her visitors and a wealth of stories from her past. Looking back over her life, Doris said, 'I think we were more content in those days; people are always rushing around now'.

With a beautiful cake flanked by the badges of the WRNS and the RICS, her birthday was celebrated in style at Castle Farm when relatives from as far away as Canada, friends, other residents and staff gathered together for a buffet lunch and toasted the Centenarian. LionHeart, together with The Officers Association and RUKBA, has assisted with the cost of Doris's fees at the Castle Farm home. Douglas Manning, LionHeart Steward, and his wife Cynthia, have provided exceptional support to Doris in recent years. They have visited her regularly and taken her out for trips by car and to medical appointments. Douglas has given more time than is normally expected of a Steward but his exceptional kindness has been greatly appreciated by Doris and by LionHeart.



Doris Cotterell with LionHeart Steward Douglas Manning during her 100th birthday celebrations

Warwickshire Heart Cycle Ride



LionHeart Chairman Bryan Pickering and his wife Irene (pictured left) took part in the Warwickshire Heart Cycle Ride on 22 September which is organised jointly by The British Heart Foundation and LionHeart. Bryan Pickering said "How can I ask our members to get on their bikes for LionHeart unless I do the same?". Bryan completed the 50 mile route and Irene the 12 mile route.

This year the cycle ride was opened by the Deputy Lord Mayor of Coventry, Councillor Peter Lacy and the Deputy Lady Mayoress, Mrs Sheila Lacy. Almost 200 cyclists took part in the cycle ride. Entrants included members of the property industry, members of the RICS, colleagues, family and friends from all over the country, as well as local people, raising an estimated £6-7,000 for the 2 charities.

The ride departed from Surveyor Court on Westwood Business Park, Coventry, and included a choice of 3 scenic circular routes of 12, 30 or 50 miles. Prizes will be awarded in the spring for the individual male, female, and team raising the most sponsorship for these worthy charities.

The routes rely on good sign-posting and volunteer route and refreshment stops marshalls at key locations along the route. Refreshments at the event were kindly sponsored by Fyffes this year.

If you are interested in taking part, volunteering or sponsoring this event in September 2003 please email Chris Wall at cwall@lionheart.org.uk or call 0845 6039057.

Dates for your diary

2002

5 Nov RICS Property Quiz, Grosvenor House Hotel, London

2003

13 Feb West Midlands Property Quiz, Aston Villa Leisure Centre, Birmingham

13 Apr Flora London Marathon (see right)

19 Jun LionHeart AGM

Jun (Date TBC) Republic of Ireland Golf Challenge

27 Jun (Date TBC) LionHeart Annual Clay Pigeon Shoot, West Wycombe Shooting Ground

27 Jun LionHeart Golf Challenge, at Market Drayton Golf Club, Shropshire

Aug (Date TBC) LionHeart Scottish Golf Challenge, Blairgowrie Golf Club, Rosemount

Sep Surrey Golf Day, at Royal Mid-Surrey Golf Club

Sep Warwickshire Heart Cycle Ride, in aid of LionHeart and British Heart Foundation

For further details of the above events or if you would like your event to be added to the LionHeart events programme email Chris Wall at cwall@lionheart.org.uk or visit the LionHeart web site at www.lionheart.org.uk.

LionHeart

Registered Office:

Surveyor Court, Westwood Way, Coventry CV4 8BF

Tel: 0845 6039057 or 024 7646 6696

Fax: 024 76474701

Email: info@lionheart.org.uk

Web: www.lionheart.org.uk

Registered Charity No 261245

Trustees to consider implications of RICS global membership

Trustees of LionHeart are considering how the charity can respond to the implications of the planned expansion of RICS global membership. Counsels' opinion has been sought on the legal issues of this matter and a small working group of trustees has been set up to review the position. They will report to the Board of Trustees in December.